

ANNUAL REPORT
**14
15**



Definitions:

Complaint – an expression of dissatisfaction related to services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected

EGCC terms:

Enquiry – any contact where the person or an organisation wants information

Complaint – any contact where the person or an organisation makes a complaint

Deadlock / complaint reaching deadlock / deadlocked complaint – when a complaint has not been resolved within 20 working days (generally), see full definition on page 7

Accepted for consideration – a deadlocked complaint the Commissioner has accepted for consideration

Acronyms:

EGCC – Electricity and Gas Complaints Commissioner Scheme, sometimes **the Scheme**

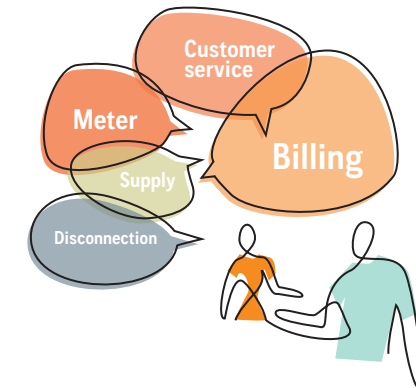
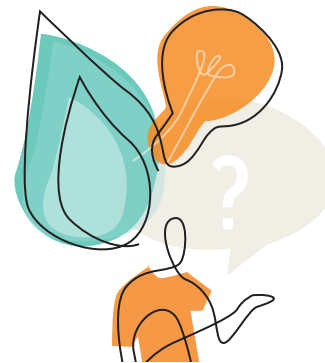
EA – Electricity Authority

GIC – Gas Industry Company

MBIE – Ministry of Business, Innovation and Employment

EIA – Electricity Industry Act 2010

Key facts



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Who are we?

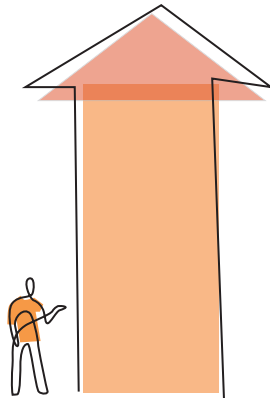
The **Electricity** and **Gas** Complaints Commissioner Scheme offers a free and independent service for resolving complaints about electricity and gas

The issues

Complaint issues

	12 - 13	13 - 14	14 - 15
Billing	46.4%	43.0%	47.2%
Customer Service	16.3%	16.9%	26.3%
Meter	7.0%	9.5%	6.5%
Supply	4.5%	5.1%	4.5%
Disconnection	9.2%	9.7%	4.3%

This table shows the top five issues in complaints. See the website for a full list.



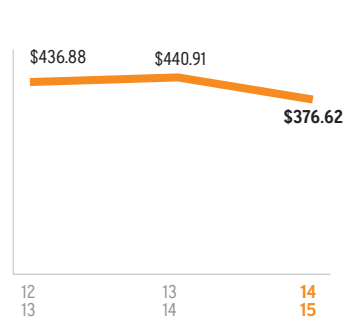
How many

Cases received

	12 - 13	13 - 14	14 - 15
Enquiries	4312	4387	4401
Complaints	2045	2070	3655
Total Cases	6357	6457	8056
Deadlocked cases accepted for consideration	268	189	497

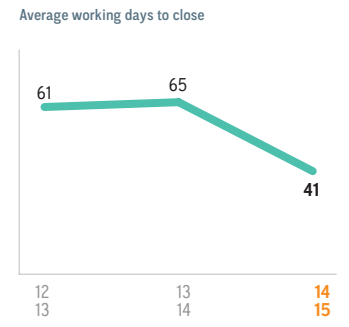
How much

Cost per case



How long

Days to close deadlocked complaints

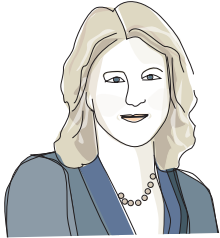


The workload

Change from previous financial year

	12 - 13	13 - 14	14 - 15
Enquiries	46.8%	1.7%	0.3%
Complaints	123.7%	1.2%	76.6%
Total Cases	67.6%	1.6%	24.8%
Deadlocked cases accepted for consideration	8.5%	-29.5%	162.9%

Chair's report



A major feature for the 2014-15 year was the unexpectedly sharp increase in work for the Commissioner's office. This underlines the difficulty for the Board of predicting workload. In setting expected caseloads (and therefore budget), the Board looks at known factors, estimates the likely workload, sets the budget and the performance standards. The Board had predicted an increase in work, but had not anticipated the sharpness, nor the full size of the increase.

The Commissioner met the challenge of dealing with the increase in work within the 2014-15 budget. The Board acknowledges the resilience of the office in dealing with the high workload. The expected drop off in deadlocked cases by December did not happen and work levels have remained high. This has impacted on time to close older cases, and impacted negatively on member satisfaction with the Scheme.

Most performance standards set by the Board have been met. Although complainant satisfaction ratings met the standard, member satisfaction ratings did not. Member satisfaction (54%) still lags behind complainant satisfaction (85%). The Board is aware the Scheme's strength depends on providing value to complainants and members.

Scheme member compliance contributes to community awareness of the EGCC. This year the standard was tested. One retailer's change to a new billing platform resulted in the highest workload in the history of the EGCC. This also contributed to

the office not meeting the awareness performance standard. The standard would have been met, at 91%, if the data for that member is excluded.

We welcomed 28 new members into the Scheme this year. The increasing diversity of membership means customers of LPG cylinder resellers (15kg and over) as well as embedded and customer networks now have access to the Scheme's complaint resolution processes.

The Board believes this year's strategic initiatives have added value for the Scheme and has approved further development of each area for 2015-16. The initiatives include strategies to increase awareness and accessibility of the Scheme, sharing knowledge to assist members resolve complaints, strategies to improve the way the EGCC develops its people, and a number of quality initiatives.

The Commissioner is continuing her focus on continual improvement. The Commissioner reviewed consistency of the process for handling complaints within her office, and next year will review the process itself. The goal is to ensure efficient and effective complaint handling, without compromising integrity.



Looking forward, the Board acknowledges the need to review the scope of the Scheme. The changing nature of EGCC membership and members' business models presents the Board with challenges to ensure the Scheme remains relevant.

The Board will continue its focus on health and safety over the coming year. It notes the likelihood of legislation increasing requirements for management and directors for health and safety compliance.

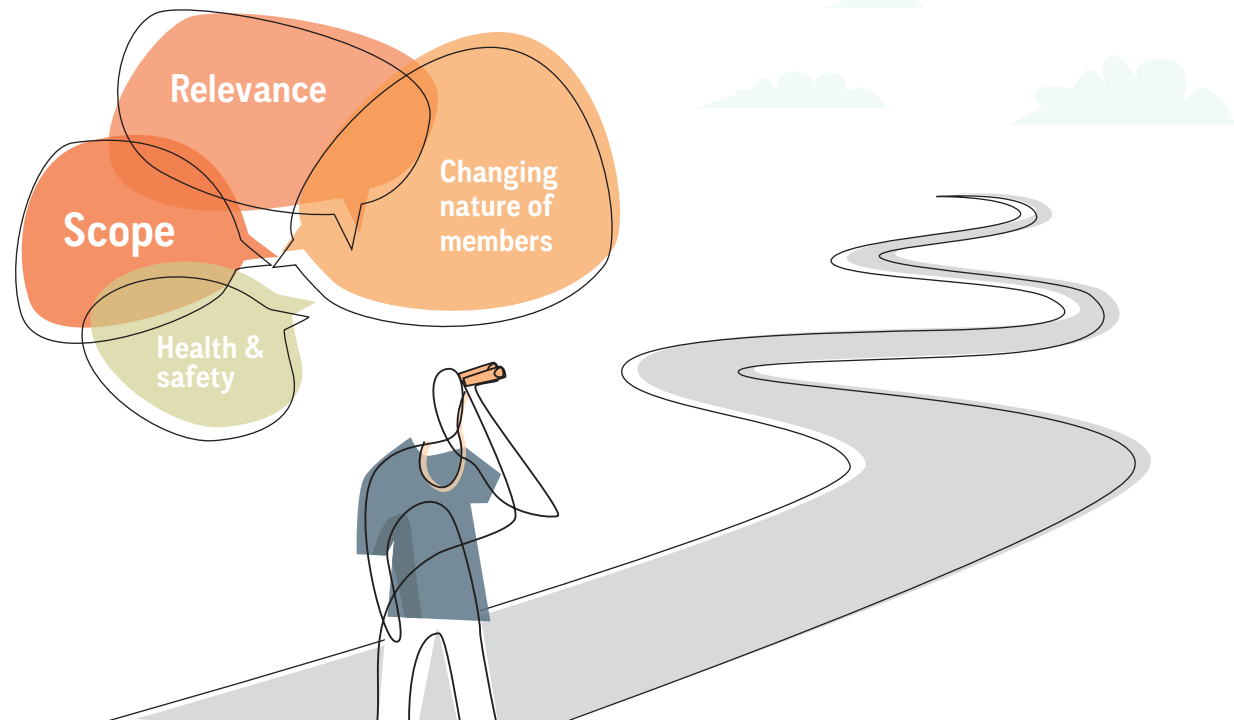
Changes to the Board occurred this year. John Yeoman (Electra) and James Kilty (Contact Energy) left the Board during the year and I thank them for their contribution to the ongoing success of the

Scheme. Paul Goodeve (Powerco) and Vena Crawley (Contact Energy) joined re-appointed consumer representatives Nicky Darlow and Linda Cooper. I thank them all for their continued commitment to the governance of the Scheme. I also thank Sue Chetwin, whose term as a consumer alternate came to an end during the year.

Members are also represented by the Member Committee. The committee is a standing committee of the Board, which provides the Board with their view on the annual budget. I thank them for their contribution.

Finally I thank the Commissioner and her staff for strong performance under challenging conditions in 2014-15. The reputation of the Scheme is testament to their commitment and delivery of fair and independent decisions across cases.

Heather Roy
Heather Roy | Independent Chair



Annual review

Each year, the Board is required to review the Scheme against its legislative requirements and against the performance standards set. This review provides the opportunity to ensure the Scheme remains aligned to its purpose, and is performing well. It is also an opportunity to plan for improved performance.



Performance against standards set for 2014-15

Standard	Performance
At least 45% deadlocked files closed within 30 working days	Met - 66.8%
No more than 25% deadlocked files open longer than 90 working days	Met - 12.9%
Cost per case – the proportion of total budget to total cases is \$451	Met - \$376.62
Survey of complainants (deadlocked cases) shows 75% satisfaction with complaint handling process	Met - 85%
Survey of members shows 75% satisfaction with complaint handling process	Not met - 54%
Awareness in the community – continued improvement of member compliance with requirement to advise complainants about the Scheme	Not met - 25% (91% excl 1 retailer)
All compliance reporting to regulators is complete, accurate, delivered on time, and cost effective	Likely to be met
Independent review to assess complaint handling as meeting the requirements of natural justice and good complaint handling standards	Met

The Board believes the Scheme ends the 2014-15 year in a good position. Five of the seven performance standards were met, and the Commissioner met the challenge of dealing with an unexpectedly sharp increase in workload within the existing budget.

Performance against the standards set

The Scheme's performance against the standards set is summarised in the table above.

The Commissioner met the timeliness standards, which was especially pleasing when the office was dealing with high workloads. Many of the

deadlocked cases resolved quickly, contributing positively to performance against the timeliness standard.

The performance standard for cost per case was achieved, in contrast to 2013-14. The average cost per case was \$376.62, against the standard set of \$451. Case numbers exceeded predicted levels, which impacts positively on the average cost per case. In addition, the Commissioner's decision to manage the increased work with a combination of existing resources and reducing timeliness contributed to the positive result.

The performance standard for member satisfaction was not met. While the member satisfaction survey had an improved response rate (from 48% in 2013-14 to 75%), suggesting improved member engagement, the overall satisfaction ratings fell from 67% to 54% overall. This is despite introducing some well received member initiatives, such as the complaint management workshop, improved forums and induction, and overall improved timeliness in handling complaints. Many members made it clear delays in dealing with some older files were frustrating for them. The Board plans to review this performance standard during the 2015-16 year.

The standard for awareness and accessibility was not met, with only 25% of complainants being advised of their right to contact the EGCC, against the standard of 85%. This was a result of one member's failure to advise over 1,600 complainants of their right to take their complaint to the EGCC. This is a material breach of the Scheme's requirements and is dealt with in more detail on page 13.

If the impact of that member is excluded, the awareness and accessibility standard would have been met, with 91% of complainants being advised of their right to contact the EGCC. This is a 17% improvement from last year's of 74%.

Requirements of the Electricity Industry Act 2010

The Board is satisfied the Scheme is continuing to meet the requirements set out in Schedule 4 of the Act for the approved scheme for the electricity and gas industries. This includes adherence to the required principles of accessibility, independence, fairness, accountability, efficiency, and effectiveness.

During 2015-16, the Board intends to review exclusions from the Scheme against the requirement in section 95 of the Act and clause 13 of Schedule 4 for "any person" to be able to complain to the Scheme. The results of this review may be to take no action, to propose a change to the Scheme, or to report the results to the independent review of the Scheme (due in 2016).

Commissioner's report



The standout characteristic of this year was dealing with the unexpectedly steep increase in workload. Along with rising to this challenge, we are now working with a more diverse membership, and continuing to look for ways to improve what we do.

Last year we received the highest levels of new cases in the history of the Scheme. While this was largely due to the impact of a member moving to a new billing platform, deadlocked cases were higher across the remaining membership. To assist the operations team keep on top of the incoming work, we used internal secondments, voluntary over-time, and simply worked harder.

We ended the year with 121 open deadlocked complaints, compared with 43 the previous year. Some files took a longer time to close than we would have liked. We implemented a strategy to deal with older files, and will continue this focus in 2015-16.

The decision of the Minister of Consumer Affairs to limit exemptions from membership of the Scheme to suppliers of LPG in cylinders under 15kg has meant we are welcoming a more diverse group of members to the Scheme. At year end the Scheme had 82 members, up 23 from 2013-14. As we go to print this has increased to over 100.

We have continued to review our processes to ensure we are delivering best practice complaint resolution. This year the focus was on internal consistency, which has prepared the ground for us to review our complaint handling process. We want to take time to think about what our processes would look like if we were starting from scratch today. We will engage with members and other stakeholders as we explore options for simplifying our processes, and look at how to best use technology to resolve complaints more quickly and effectively.

We measure success in many ways. We survey complainants and members, focus on the performance standards for timeliness and quality, and also benchmark ourselves against other organisations. As part of that benchmarking, we entered the IBM Kenexa Best Workplace Awards, and the WriteMark Plain English Awards. We were pleased to come fourth in the small workplaces category of the the Best Workplace Awards, and to be shortlisted in three categories in the Plain English Awards.

We could not do the work we do without support from key stakeholders: these include our members, consumer and referral agencies, the regulators, and government officials. I thank you all for your support and positive working relationships. I thank the Board, especially the Chair, the Hon Heather Roy, for its commitment to ensuring the Scheme meets its purpose, and for challenging us to be the best we can be. I continue to value the support and shared wisdom provided by my colleagues in the Australian and NZ Ombudsman Association (ANZOA) and the Australia and NZ Energy & Water Ombudsman Network (ANZEWON).

And finally, I thank my staff, for their hard work, constant good humour, and commitment to the objectives of the Scheme. My deputy, Nanette Moreau, has worked with me now for over 13 years, and continues to provide wise counsel, excellent leadership, and innovative thinking, for which I thank her.

Judi Jones | Commissioner



Scheme document

We amended the Scheme document twice this year. On 17 June, the Scheme was amended to include indemnity disputes between members under the Consumer Guarantees Act 1993¹. On 1 October, we amended the Scheme document again to confirm and clarify the Commissioner's jurisdiction to consider complaints about LPG in cylinders. This followed the Minister of Consumer Affairs' decision to exempt only suppliers of LPG in cylinders less than 15 kg from membership of the Scheme.

Scheme document

The current Scheme document (and earlier versions) is available on our website at <http://www.egcomplaints.co.nz/about-us/the-complaints-scheme/scheme-document.aspx>

Scheme complaints

This year the Board received five complaints about the operation of the Scheme. The Scheme document says the Board must investigate these complaints. The Board has delegated this to the Chair. In reviewing these complaints, the Chair is unable to review the Commissioner's decisions. This is because the Commissioner is required to act independently, and it is not the Board's role to provide an appeal against her decisions.

The table below summarises four of the complaints received and their outcomes. At the time of reporting, the Chair had yet to complete her investigation of the remaining complaint.



Scheme complaint received	Outcome
The complainant believed the Commissioner's process for determining whether she has jurisdiction to consider a complaint did not meet the requirements of natural justice	Not substantiated The Board's legal advisors confirmed the Commissioner's processes for determining jurisdiction comply with the principles of natural justice The Chair was satisfied the Commissioner had followed her processes in this case
The complainant said: • The conciliator might have been working for the retailer • Neither the manager nor the Commissioner had read all the information The complainant also expressed general dissatisfaction with the investigation and its outcome (no overcharging by the retailer)	Not substantiated The review of file showed a robust investigation process, and the Commissioner had read all information Disagreement with the Commissioner's decision is not grounds for a complaint to the Board - the Board cannot review the Commissioner's decision
The complainant believed the Commissioner had given insufficient consideration of the complaint, and did not use mediation or conciliation to resolve it	Not substantiated The Commissioner had not accepted the original complaint for consideration, as it had been made outside the required time frames
The complainant was unhappy about the Commissioner's decision, which did not uphold the complaint. The complainant raised concerns about timeframe, ignoring evidence, incompetence, refusal to appoint an independent expert, and bias	Not substantiated apart from delay Disagreement with the Commissioner's decision is not grounds for a complaint to the Board - the Board cannot review the Commissioner's decision

¹ The Commissioner was not asked to consider any indemnity disputes in 2014-15

Complaint handling

Our primary role is to resolve complaints about members of the Scheme.

People and organisations contact the EGCC when they have concerns or questions about energy related issues. They seek information, contact us instead of a member, or have a complaint.

People may also complain where they believe the activities of members have affected their land rights. Members have the first opportunity to resolve complaints about them.

Our first step when receiving a complaint is to assess where it is in the complaint handling process. If a complaint has not reached 'deadlock' we refer the complainant back to the member.

If a complaint has reached deadlock, we check whether the complaint can be considered by the Commissioner. The matters we check include whether:

- The person has raised the complaint with the member or the EGCC within the timeframes set out in the Scheme document
- The amount in dispute is within the dollar limits the Commissioner can consider
- There is a more appropriate forum for handling the complaint
- The complaint is simply about the price set by the member

While the Commissioner cannot consider complaints about price, she is able to consider whether the customer is being charged correctly and whether appropriate information about charges have been provided.

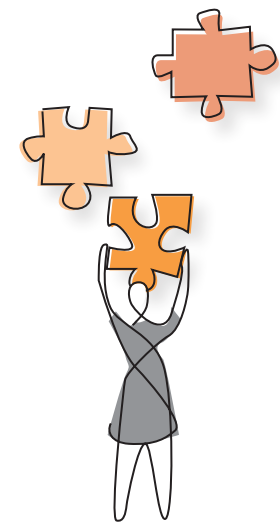
Even if the Commissioner may not be able to consider the complaint, we will generally refer the complaint to the member. Where the Commissioner cannot consider the complaint, we explain the reasons to both parties.

Complaint reaches deadlock

Deadlock is reached where the complaint:

- Has taken longer to resolve than 20 working days and the member has not notified the complainant in writing it has a good reason to extend the time for resolving the complaint and what that good reason is; or
- Has taken longer to resolve than 40 working days: or
 - The Commissioner is satisfied that:
 - the member concerned has made it clear they do not intend to do anything about the complaint; or
 - the complainant would suffer unreasonable harm from waiting any longer; or
 - it would otherwise be unjust to wait any longer

When a complaint reaches deadlock, the member concerned must tell the complainant the complaint has reached deadlock and the complainant has two months to refer their complaint to the Commissioner. The Commissioner may extend the two month timeframe if the member has not told the complainant about the two month timeframe or the complainant can provide a good explanation for the delay. We will let the member know if a complainant contacts us after their complaint has reached deadlock.





Reviewing the Commissioner's decision to consider a complaint

When members believe the Commissioner should not accept a complaint for consideration, they can ask for a review. The member must identify which clause from the Scheme document they believe prevents the Commissioner from considering the complaint.

Team managers provide the initial response to a request for review, and may be able to clarify the issue for the member. If the member continues to believe the complaint should not be considered, the Commissioner will rule on whether to accept the complaint for consideration.

Members asked for reviews on 114 complaints this year. While this number is slightly higher than in 2013-14 (97), it was a lower proportion of cases reaching deadlock. Of the 114 requests for a review, 65 complaints were accepted for consideration. The balance of 49 were either settled before being accepted, or the Commissioner ruled she was not able to consider the complaint.

When the Commissioner rules she is not able to consider a complaint, she explains the reasons to the complainant, and gives them the opportunity to comment before making her final decision.

Complaints accepted for consideration

The Commissioner accepted 497 complaints for consideration this year, compared with 189 in 2013-14. We advised members we believed 933 cases had reached deadlock, and 436 of these were resolved quickly and did not need to be accepted for consideration. By comparison, in 2013-14 we notified members of 320 complaints reached deadlock and of these 131 were resolved before needing to be accepted for consideration.

The steep rise in the number of complaints reaching deadlock meant some complaints accepted for consideration were not immediately assigned to a conciliator, as would normally be the case. Of the 497 complaints accepted for consideration, 315 were not assigned immediately. However, on average these complaints were assigned within nine working days.




During the 2014-2015 year the highest number of complaints accepted for consideration in a month was 78 in September. The previous highest number of complaints accepted for consideration in a month over the last 10 years was 42 in September 2011. This number was exceeded four times last year.

After a complaint has been accepted for consideration and assigned to a conciliator, we then work with the parties to try to resolve the complaint. The conciliator is able to use a variety of dispute resolution techniques to assist the parties to resolve the complaint. The aim is to use the most appropriate technique, matching this to the nature of the complaint, and the parties. The options include:

- Conciliation conference, by teleconference or face-to-face
- Shuttle negotiation
- Mediation
- Site visit
- Advice from an external technical expert
- Legal advice
- Industry survey



Conciliation conferences

Conciliation conferences continue to be encouraged as a technique for early resolution of complaints. These can work well to either resolve the complaint or narrow the issues needing to be resolved. We held conciliation conferences on over 30 deadlocked complaints. Of these 22 were resolved and four were partially resolved, giving a success rate of 87%.

EGCC conciliators facilitate the conference, normally held by phone. EGCC conciliators are LEADR⁽¹⁾ trained, and most are accredited mediators. Those who are not accredited are working towards accreditation.

While conciliation conferences are demonstrably useful in assisting to resolve complaints, they are not always the most appropriate dispute resolution strategy. The conferences require the parties to invest a significant amount of time - we ask parties

to set aside up to two hours to participate. Given the high number of deadlocked complaints, the constraints of scheduling and the availability of the parties, it was not surprising that proportionally there were fewer conferences held this year.

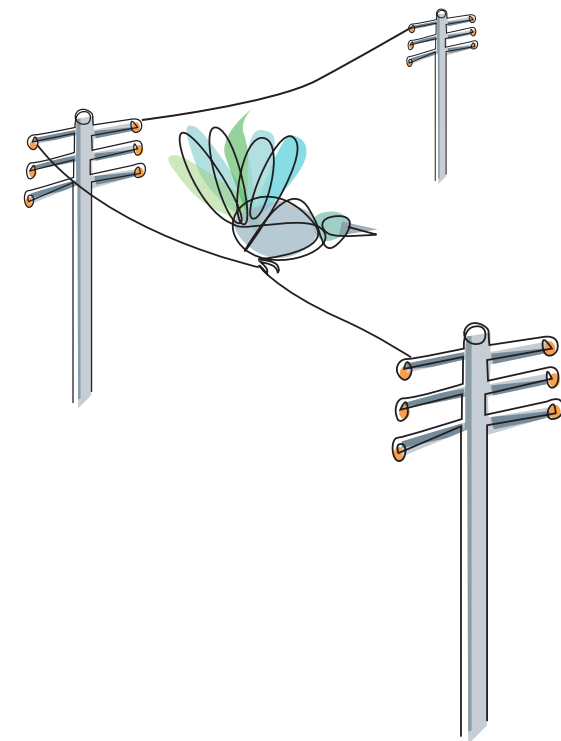
No further consideration

The Commissioner may exercise her discretion not to consider a complaint further if she believes this is warranted, 'having regard to all the circumstances'. Where the Commissioner decides not to consider a complaint further, she will send a report to both parties explaining why. Often the complainant will not have substantiated their claim or the member may have made a reasonable offer of settlement during the investigation. The complainant is given an opportunity to comment and provide any information not previously considered.

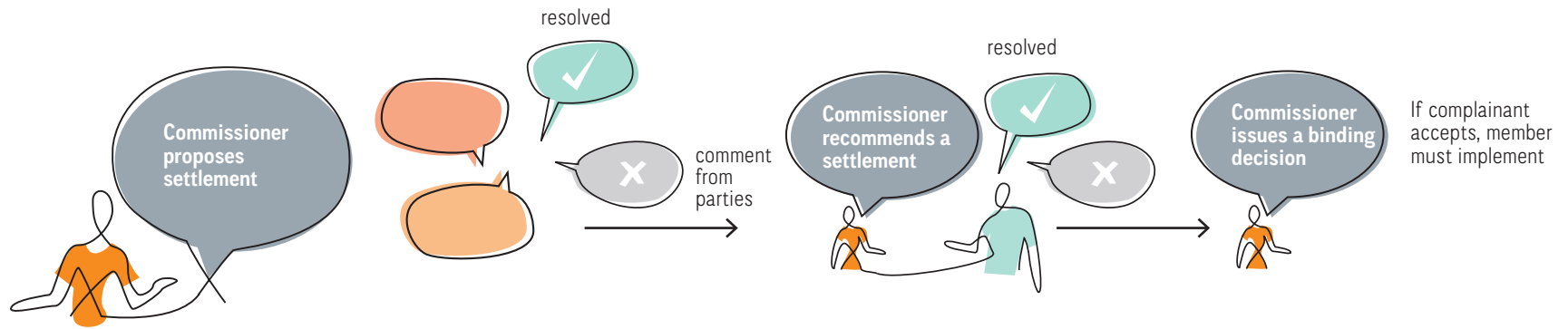
The Commissioner issued fewer no further consideration decisions than in 2013-14, down from 23 to 16. The reduction in numbers is primarily because more complaints were settled between the parties.

Withdrawn or abandoned

Sometimes while the complaint is being considered, the complainant may decide to withdraw their complaint. We also close complaints as abandoned if a complainant fails to respond after reasonable attempts to contact them. Twenty-three complaints were withdrawn and 20 were abandoned through the year. We do not always know why a complainant withdraws or abandons a complaint. However, it is interesting that the relative proportion of withdrawn complaints was lower this year 5.5% versus 11.3% in 2013-14.



⁽¹⁾ LEADR is an Australasian organisation providing training and accreditation of mediators



Recommending a settlement

If a complaint is not resolved, either party can ask the Commissioner to recommend a settlement. The conciliator assigned the complaint will complete the investigation before referring the complaint to the Commissioner for her recommendation.

Recommending a settlement is a two step process. First, the Commissioner gives notice of the proposed recommendation and seeks comment from the parties. If the complaint does not resolve at that stage, the Commissioner will consider any comments received, and recommend a settlement.

The Commissioner gave notice of her proposed recommendation on 26 complaints. Twelve of

these then settled with both parties accepting the proposed recommendation. The Commissioner recommended a settlement on the remaining 14 complaints, and in 13 of those, both parties accepted the recommendation.

In the remaining complaint, the complainant accepted the Commissioner’s recommendation, but the member rejected it. The Commissioner then issued a binding decision, meaning the member had to implement the recommendation. In the 2013-14 year, the Commissioner had to issue seven binding decisions.

Binding decisions:

10 - 11	11 - 12	12 - 13	13 - 14	14 - 15
0	3	5	7	1

Deadlocked cases accepted for consideration	12-13	13-14	14-15
Open	268	189	497
Closed	278	212	419

Closed complaints

We closed 419 deadlocked complaints during the year and opened 497 new ones, both record highs.

We met the challenge of dealing with the high volume of complaints, exceeding our time to close key performance indicators. We also closed 87% of deadlocked complaints in under 90 working days and 92% in under 120.

The volume of work versus the available resources meant the focus inadvertently fell on less complex complaints that could be resolved within a short timeframe.

We ended the year with 121 open deadlocked complaints - there were 43 open deadlocked files at the end of 2013-14. We acknowledge too many deadlocked complaints have been open for more than 90 working days. These cases tend to be more complicated, but with conciliators dealing with the high volume of work, some of these files have had periods of time where there has been little progress made. We have implemented a strategy to close these, and will continue this focus in 2015-16.

As those older cases close, they will have a negative impact on our time to close performance standard, and we may find the average days to close a deadlocked complaint rises in 2015-16.

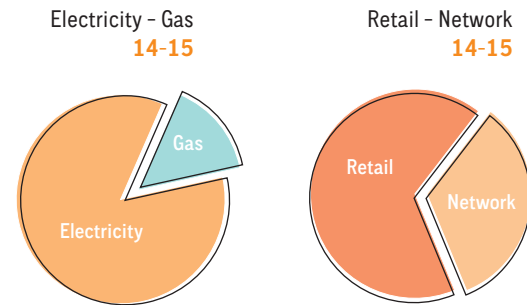
As is apparent from the list of staff on page 27, there were significant staffing changes in the year. We were sorry to lose some experienced conciliators who moved on to new and exciting roles in other organisations. While these conciliators were replaced as soon as practicable, there was increased pressure on the operations team to not only manage the recruitment, induction and training of new conciliators but to manage and respond to the significant increase in deadlocked complaints.

Issues in deadlocked complaints

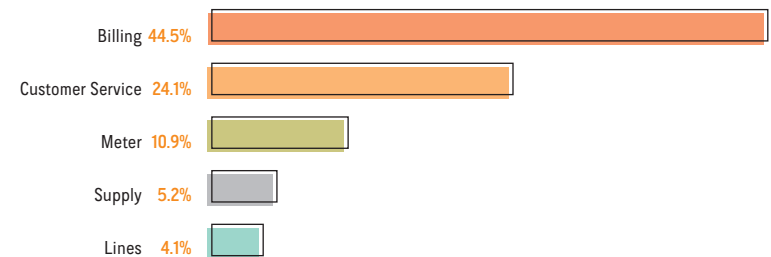
Billing and customer service continue to be the most common issues in deadlocked complaints. This is followed by complaints about meters and supply. In the last three years there has been no change in the top five issues for deadlocked complaints. Of note complaints about meters dropped from 15.6% to 10.9% and complaints about supply dropped from 9.3% to 5.2%. However because of the high number of deadlocked complaints this year, all issues had increases in the number of complaints over the previous years.

We record complaint issues as they are initially presented by the complainant. Often complaints will have more than one issue and therefore the total number of complaint issues will be more than the total complaint number.

Deadlocked complaints accepted for consideration



Issues 14-15

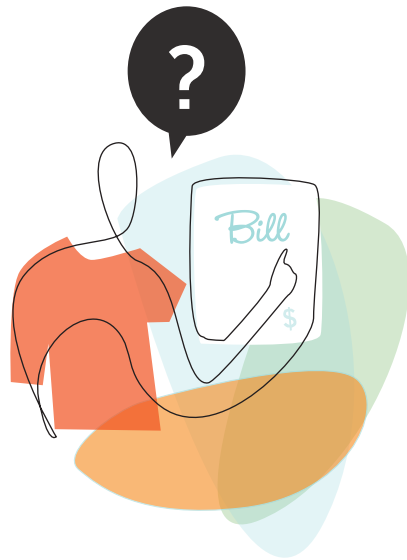


Systemic problems

Systemic problems affect, or have the potential to affect, groups of people. The Commissioner identifies and responds to systemic problems to ensure any complaints are resolved fairly and consistently. The Commissioner's most common response to a systemic problem is to discuss it with the member or members involved.

This year the Commissioner took that approach with two systemic problems:

- The impact on customers of a retailer's change to a new billing system
- The impact of an outage in Auckland arising from a fire in the Penrose substation



Billing System

A retailer's change to a new billing system resulted in a spike in complaints about the retailer. The change resulted in a significant range of problems including:

- Customers experiencing problems calling the retailer's 0800 numbers
- Billing and account delays
- Problems with online account information
- Payment issues
- Concluded agreements to settle complaints falling over when the retailer could not, or failed to, implement the agreement

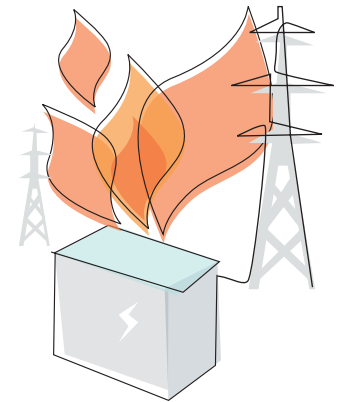
Over the course of the year the number of complaints on this issue declined. The later complaints tended to be more difficult to resolve, which is not surprising at the tail end of the problem.

Outage in Auckland

A fire in the Penrose substation resulted in an unplanned outage across Auckland. Affected customers complained about a range of issues, such as:

- Loss of goods in freezers
- Consequential losses for businesses
- Damage to fixtures and equipment
- Stress and inconvenience

While we wait for the outcome of the Electricity Authority's inquiry into the incident, we have taken the approach of obtaining initial information on the issues, and then suspending the file. We are also considering how we will apply the revised test for acceptable quality of electricity under the Consumer Guarantees Act 1993 in the complaints from residential consumers.



Member compliance

Compliance with Scheme Document

The Board is required to monitor member compliance with the Scheme document. As part of this monitoring, members are required to monitor their own compliance, and report on this annually to the Board. Monitoring compliance means members are more likely to provide high standards of complaint handling, and complainants are aware of the Scheme.

The Board evaluates members' self-reviews on both a quantitative and qualitative basis. Qualitative measures cover compliance with the requirements to acknowledge and respond to complaints, and to advise the complainant about their right to contact the EGCC when the complaint reaches deadlock.

The following table shows the breakdown of members' self-reported complaint statistics under these quantitative measures.

% of complaints	All retail members	All network members	All members
Acknowledged in 2 working days	92%	97%	93%
Responded to in 7 working days	70%	98%	77%
Reaching deadlock advised of right to go to EGCC	20%	92%	25%

	All retail members	All network members	All members
Promoting awareness of the Scheme	90% High compliance 5% Some compliance 5% Poor compliance	100% High compliance	96% High compliance 2% Some compliance 2% Poor compliance
In-house complaints handling	86% High compliance 9% Some compliance 5% Poor compliance	100% High compliance	94% High compliance 4% Compliance 2% Poor compliance
Referral between members	100% High compliance	100% High compliance	100% High compliance
Contracts	90% High compliance 5% Compliance 5% Poor compliance	100% High compliance	94% High compliance 3% Compliance 3% Poor compliance
Disclosure	100% High compliance	94% High compliance 6% Compliance	96% High compliance 4% Compliance

Compliance by retailers for advising complainants of their right to refer their complaint to the Commissioner is much lower than in previous years. However, removing the statistics from one member who had low compliance produces a more realistic picture of the industry's general compliance with the Scheme. Without that member's results, 91% of complainants whose complaint reached deadlock were advised of their right to go to the EGCC.

Disclosure to the Commissioner

The Board evaluates member self-reviews on five qualitative areas.

The table above shows the breakdown of members' self-reported compliance in these areas. Compliance is assessed on a four point scale: high compliance, compliance, some compliance, poor compliance.

the right to ask the Scheme to consider the complaint. This would include complainants who have agreed on a resolution of their complaint.

Persistent breaches

Hunet Energy and Prime Energy have both persistently breached the Scheme's requirements:

- Hunet Energy's self-review showed persistent breaches of the Scheme's requirements relating to promoting awareness of the Scheme, consumer contracts, and in-house complaints handling
- Prime Energy's self-review showed persistent breaches of the Scheme's requirements relating to consumer contracts

The Board has written to both members, advising them of the persistent breaches, and requiring them to comply with the Scheme's requirements. The Board has also advised that if the matters are not remedied, the Board will consider seeking an enforcement order under the Electricity Industry Act 2010. Failure to comply with an enforcement order is an offence, with a maximum penalty of \$100,000.

Persistent and material breaches

The Board is required to report persistent and material breaches to the Minister of Consumer Affairs, and in this report. This year, the Board is reporting three members - one for a material breach, and two for persistent breaches.

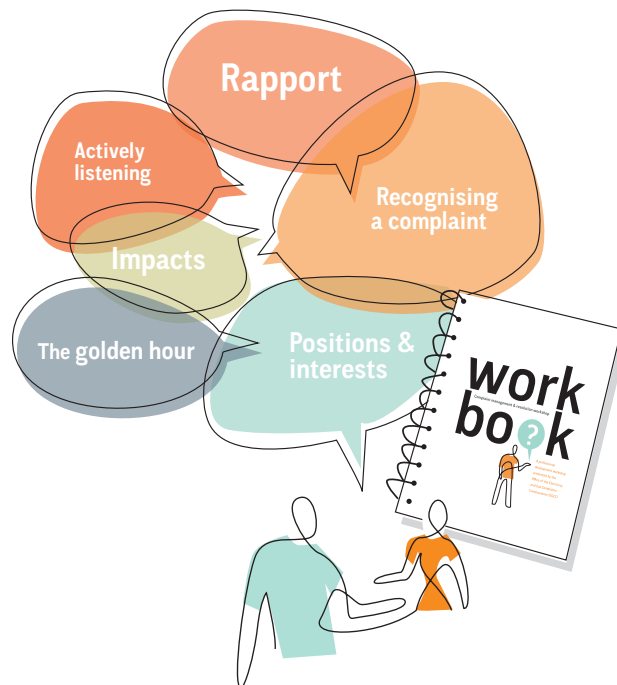
Material breach

Contact Energy failed to inform 1,640 complainants whose complaints reached deadlock of their right to bring their complaint to EGCC, and the Board believes this is a material breach of the Scheme. The Board has advised Contact Energy of the material breach. The Board has noted that in future, as soon as a member recognises it has failed to comply with this requirement, the Board expects the member to write to affected complainants and offer them

Members

Membership of the Scheme has increased by almost 50% in the last year, with the addition of 28 members. At year end, we had 82 members, representing 96 brands. The new members include new entrant energy retailers, suppliers of LPG in cylinders, and operators of customer and embedded networks.

A full list of members at the end of 2014-15 is on page 27 of this report, and a list of current members is available on our website at <http://www.egcomplaints.co.nz/about-us/list-of-members.aspx>

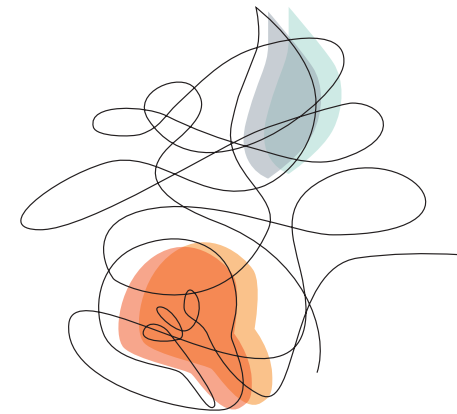


Member services

One of the Board's strategic initiatives was to share knowledge with members to assist them resolve complaints directly with their customers. As part of that initiative, we developed a complaint management workshop that we made available to members on a cost-recovery basis. The workshop was well received, and we delivered nine workshops to around 100 people.

The purpose of the workshop is to introduce ideas, techniques, tools and tips for resolving complaints. Participant evaluation suggests the workshop achieved its purpose:

- **“Excellent – really well laid out; practical; enjoyable; relevant; relatable. Fantastic.”**
- **“Very relevant! No waffly bits.”**
- **“Fantastic instructors. Great pace, time went quickly. Amazing what I have learnt.”**



Before some of the workshops, we took the opportunity to visit members to talk with them about the EGCC's complaint handling processes. This was separate from our regular induction sessions (offered once or twice a year) and provided a great opportunity to tailor information to the needs of the member. We also found we were able to talk with a broader range of staff than are able to attend our annual forum and associated induction sessions.

We also hold an annual Member Forum, where there is an opportunity for complaint resolution teams to meet and to learn more about the Scheme and about resolving complaints. The forums continue to be well received, with almost all participants finding the event well organised and interesting.

Alongside the forum, we hold an induction session for staff of new members, or staff who are new to the Scheme. These sessions provide information about the Scheme and the requirements for complaint handling, as well as a session on handling complaints.

This year we introduced a separate members' induction for regulatory and policy staff. This induction was shorter than our regular induction, and focused more on the Scheme document, the processes for changing the Scheme, and other topics more relevant to regulatory staff. Those attending reported finding the induction useful.

We continue to publish case notes on our public website. We also publish member specific information on the members-only section of the website. Feedback from members is we could provide more specific information on the members-only section, and we are reviewing this over the course of this year.

We published a fact sheet on the Consumer Guarantees Act for members, and continue to encourage members to call to discuss issues as they arise.

Member satisfaction

We survey members each year asking them about their satisfaction with the service the Scheme provides. The member satisfaction standard was not met with survey respondents rating the satisfactory or better performance of the Scheme at 54%. This was a decrease on the 2013-14 satisfaction standard of 67%, although the response rate increased, which was pleasing.

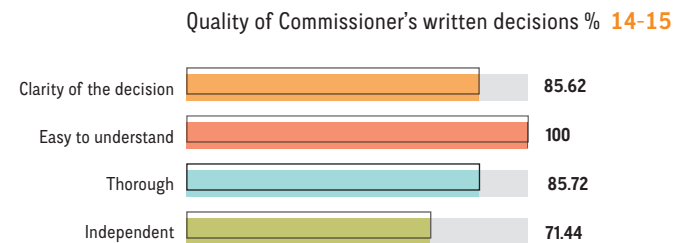
Members are surveyed as separate classes; retail and network, and are reported on collectively. Satisfaction is higher for network members, with 65% rating themselves satisfied or better with the EGCC complaint handling process, compared to 36% of retail members.

This year a significant portion of respondents indicated they were 'not sure' or could not give a response to the survey questions. This may have negatively impacted on the overall satisfaction ratings as these same respondents were also asked to answer the general satisfaction questions. Removing these 'unsure' respondents from the survey sample gives an adjusted member satisfaction rating of 71%.

Members were also asked to assess the quality of the Commissioner's written decisions, regardless of the outcome. The graph shows the percentage of members who rated the decisions good or better in four areas.

The member survey identified timeliness of complaint handling as a concern for our members, with only 50% satisfaction in this area. This is an area of focus for 2015-16 with attention to:

- Ensuring an adequate conciliator resource
- Addressing process inefficiencies
- Development of new strategies to close older files, faster
- Continuous improvement of the members-only section of our website



Deadlocked complaints by member

This table shows the number of deadlocked complaints accepted for consideration by member (retail and network) for the year. These numbers are expressed as a share of the category complaints, and the member's market share is shown for comparison. Market share is calculated using Installation Control Points (ICPs). These are the points of connection to a network from which electricity or gas is supplied to a site.

Over 85% of deadlocked complaints accepted for consideration are about electricity. More than two thirds of retail members and two thirds of network members had no deadlocked complaints accepted for consideration.

This table uses the name of the member. Some members have a number of different brands - the list of members on page 27 includes any subsidiaries and trading brands.

Retail members	Number	Share of category	Market* share of ICPs
Contact Energy	256	63.52%	22.74%
Genesis Energy	55	13.65%	28.54%
Hobsonville Marina	1	0.25%	0.03%
MegaEnergy	2	0.50%	0.09%
Mercury Energy	24	5.96%	17.55%
Meridian Energy	14	3.47%	9.94%
Nova Energy	10	2.48%	4.23%
PayLess Energy	1	0.25%	0.01%
Powershop	7	1.74%	2.42%
Prime Energy	3	0.74%	0.04%
Pulse Energy	22	5.46%	1.95%
Simply Energy	1	0.25%	0.05%
Trustpower	7	1.74%	10.31%
Total	403		

Network members	Number	Share of category	Market* share of ICPs
Alpine Energy	1	1.06%	1.38%
Counties Power	2	2.13%	1.68%
Electra	1	1.06%	1.88%
MainPower	4	4.26%	1.57%
Network Tasman	1	1.06%	1.65%
Northpower	4	4.26%	2.40%
Orion	3	3.19%	8.10%
Powerco	9	9.57%	18.10%
ScanPower	2	2.13%	0.29%
The Lines Company	24	25.53%	1.01%
Top Energy	2	2.13%	1.34%
Unison	1	1.06%	4.74%
Vector	33	35.11%	30.51%
Waipa Networks	1	1.06%	1.08%
WEL Networks	2	2.13%	3.69%
Wellington Electricity Lines	4	4.26%	7.31%
Total	94		

* ICP numbers are those used for levy purposes at 28 February 2014.

Awareness and accessibility

Being known in the community and being accessible are two of the founding principles of the Scheme.



Being known in the community

Members play a significant role in ensuring the Scheme is known in the community. The performance

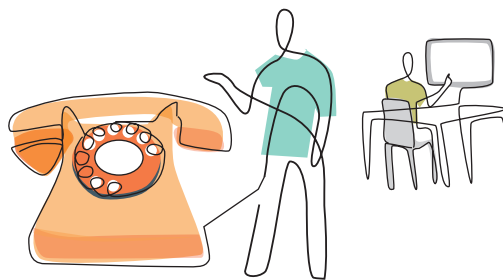
standards for both awareness and accessibility are measured by an increase in member's self-reported compliance with the requirement to advise complainants whose complaints reached deadlock about the EGCC. It was disappointing not to meet this performance standard with only 25% of complainants whose complaint reached deadlock being advised about the EGCC. However, as noted on page 4, removing one member's result gives an underlying 91% compliance, which is an improvement from 74% last year.

One of the Board's strategic initiatives is to create a higher profile for the Scheme and developing greater knowledge of how to make complaints. Visibility of the Scheme has been developed throughout the year with a combination of 'direct to the public' visits at libraries and community centres, and more formal events through community organisations (e.g. Citizens Advice Bureau, New Zealand Federation of Family Budgeting Services, Community Law Centres).

Contacting us

Most people who contact this office do so by phone. Ninety seven percent of enquiries and 73% of complaints are made over the phone. We have an 0800 number and accept calls from mobile phones. For complaints, contacts by electronic means has remained fairly constant with 25% of people contacting us this way (13% by email and 12% through our website).

A survey of people who contacted the office in a three month period and had a complaint referred to a member showed they found it easy to find the EGCC's contact details. When they contacted us they got the information they needed from the first contact, and they found it easy to talk to us.



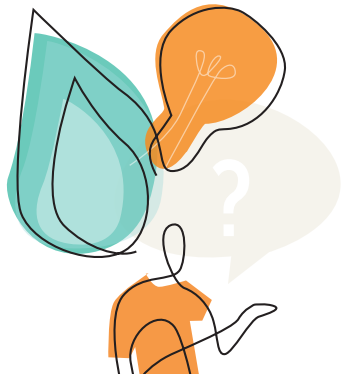
Surveys of satisfaction

We surveyed people whose complaint had reached deadlock, to measure achievement of the performance standards (see page 4).

Our survey was over those whose file had closed in a six month period. This survey by post had a 28% response rate, a slight increase from the previous year.

The performance standard was achieved, with 85% of complainants being at least satisfied with the complaint handling process. As well as meeting the performance standard, the complainant satisfaction ratings improved from the 2013-14 result of 77%.





Media

Interest from the media has continued at levels similar to last year. The Commissioner’s policy of not talking about individual complaints means the work of the office is not often in the news. Stories about individual complaints generally result from the complainant raising the issue in the media.

The Commissioner was asked to take part in a discussion on energy poverty for a television current affairs programme (Re-Think) which screened in June 2014. It was re-aired during early 2015.

We have responded to requests for short articles for publication in newsletters and magazines. These articles provide information about the Scheme, and offer example cases to provide context.

Publications

Introductory information about the Scheme is available in a number of different languages, and this year we translated our introductory video into a number of languages, including Te Reo Maori, NZ Sign Language, Samoan, Hindi, and Mandarin.

We publish a standard brochure and a range of fact sheets, sending them out on request, as well as providing them to referral agencies such as Citizens Advice Bureau and Community Law Centres. The brochure and facts sheets are also

available on our website. We publish case notes on our website, and also send a book of sample cases to community groups and electorate offices each year.

We have continued our focus on using Plain English. This includes having a Plain English champion, a writing standard, and ongoing staff training.

Plain English thinking reshapes the way we view and understand complex problems leading us to think and communicate clearly.

Submissions

We made three submissions to the Electricity Authority during the year:

- Proposed code amendment for customer access to consumption data
- Improving transparency of consumers electricity charges
- Review of barriers to group switching and mass market aggregation

How people were referred - top 7

	14-15
Member bill	1471
Member	348
Own knowledge	195
Search engine	100
EGCC website	95
CAB	65
Friend or relative	52

	13-14
Member bill	606
Member	264
Own knowledge	146
Search engine	93
CAB	71
EGCC Website	47
Friend or Relative	44

	12-13
Member bill	628
Member	206
Own knowledge	169
EGCC website	90
CAB	64
Friend or relative	63
Other	38

Our people

After three years of relatively stable staffing, we have farewelled and welcomed a number of people over the year. We recognise our stakeholders experience the Scheme through our people, and place a high importance on recruiting and retaining skilled and experienced staff. We are pleased those who have left have moved to new and challenging roles, and we have been able to recruit quality people in their place.

We were pleased to be approached by our colleagues in New South Wales to have one of our staff facilitate a week long learning and development programme for their staff. This recognised our expertise in complaint handling, and also provided an opportunity for us to learn from our peers about their systems and processes for both complaint handling and learning and development. This has led to us creating a new part-time role to focus on ensuring quality and consistency of our conciliation processes.

The Board is actively engaged in supporting the office to have best practice health and safety. This includes having health and safety as a regular Board agenda item, a Board representative with oversight of health and safety issues, and a health and safety committee in the office. Both the Board and staff are actively engaged in identifying and managing hazards, and the office has a comprehensive earthquake plan.



EGCC office - March 2015

Case notes

Category Electricity

Lines – poles – pipes
& related equipment –
placement



Problems accessing a transformer

The complaint

Mr Q complained the network company installed its transformer on his property in the early 1990s without his consent. Mr Q wanted the network company to compensate him for trespassing on his property and wanted the network company to relocate the transformer off his property.

The network company believed it was entitled to leave its transformer on Mr Q's property. The network company said its transformer had been installed with the consent of the owner of the property in the 1980s.

The outcome

The parties were unable to settle the complaint between them and asked the Commissioner to recommend a settlement.

The Commissioner found the network company was entitled to have its transformer remain on Mr Q's property. However, the Commissioner recommended the network company pay Mr Q \$500 for customer service issues over several years related to the way the company accessed Mr Q's property to service the transformer.

The Commissioner found the transformer was likely to have been lawfully installed in 1984. There was a provision in the contract between the property

owner and the network company at the time, allowing the network company to install the transformer on the property. While the network company did not have an easement for the transformer, the transformer remained protected by the existing works provisions in the Electricity Act 1992⁽¹⁾.

The Commissioner found the network company:

- Was in breach of its obligations under the Electricity Act 1992⁽²⁾ to provide notice to Mr Q before accessing the transformer
- Did not have an implied licence⁽³⁾ to come onto Mr Q's property
- Caused Mr Q stress and inconvenience

In recognition of these findings the Commissioner believed a customer service payment of \$500 was fair and reasonable.

Recommendation – transformer to remain on property – the company to pay \$500 for poor customer service

⁽¹⁾ Section 22 of the Electricity Act 1992 says, "Any existing works, lawfully...installed over...any land that is not owned by the person who owns the works, shall continue to be...installed until the owner of the works otherwise decides"

⁽²⁾ Sections 23A-23D of the Electricity Act 1992 sets out the notice requirements for a line owner to enter private property

⁽³⁾ Unless revoked, a person has an implied licence to enter a property to approach the door. Mr Q had revoked the licence by explicitly telling the network company not to come on to his property.

Category	Electricity
Meter - reading	
Billing - high - disputed	



Dispute over meter reading

The complaint

Mr C complained about his retailer not agreeing to change the meter reading to the reading he provided when he moved to the property.

Mr C also said his electricity bills after moving to his property were too high and not an accurate reflection of the electricity he used. He said he was concerned about the accuracy of the advanced meter. The retailer organised for a contractor to check the advanced meter. He said the contractor told him the advanced meter was leaking electricity when the main switch was turned off. He said the contractor told him the leak would increase whenever electricity was going through the advanced meter.

During the investigation, Mr C said the Commissioner should consider his electricity use at previous properties, which was lower than at his current property. He also raised new concerns about the staff at his retailer being slow to deal with his complaints and the retailer not recording all the calls he made about the problems.

The outcome

The parties were unable to settle the complaint between them and asked the Commissioner to recommend a settlement.

The Commissioner received expert advice from a member of her panel of independent experts - a qualified electrician and electrical inspector. The expert advised:

- The advanced meter was accurately recording the electricity use
- The advanced meter was not recording any electricity use when there was no electricity going through the advanced meter - there was no leak

The Commissioner said when considering complaints about high bills, she must decide whether the retailer has accurately recorded and billed the electricity used. It is not her role to decide what caused high electricity use on the customer's side of the electricity connection.

The Commissioner found the meter reading Mr C provided was incorrect but the retailer's reading was also incorrect by 6 units of electricity. However, Mr C's retailer had given him a credit for 6 units of electricity.

- The retailer correctly billed Mr C for his electricity use based on the meter readings and his patterns of electricity use because:
 - Mr C's electricity use showed higher electricity use during the late autumn and winter months when Mr C was using an oil-column heater

- Mr C's electricity use decreased over the spring and summer months
- The advanced meter was accurately recording Mr C's electricity use
- The history of electricity use at the previous properties was of limited relevance because of many factors including:
 - Properties are in different locations and receive different amounts of natural light and sun
 - Properties are built with different materials and have different insulation
 - People could consciously or unconsciously change their pattern of electricity use at different properties
 - Mr C had not provided any further information about the steps he took to reduce his electricity use, other than the removal of light bulbs at the property
- Apart from Mr C's assertion about him making more calls than recorded, there was no information to show his retailer's records were incomplete

Recommendation - not upheld

Category Electricity

Disconnection – wrong property – damage to property

Damage from disconnection

The complaint

Mr K complained about his retailer incorrectly disconnecting the electricity at his holiday home. He said the disconnection caused him about \$20,000 in damage.

Mr K said he did not realise the holiday home was disconnected until Christmas – about three months after the disconnection. Mr K said when he got to the holiday home he found the food in the fridge and freezer was spoiled.

Mr K said when he and his wife called the retailer they received poor service.

Mr K said because the retailer disconnected the electricity, the cattle in the paddocks around his holiday home broke through fencing including:

- The internal fences dividing several paddocks – batten fences with three wires
- Part of a boundary fence on the right of the property – batten fence with seven wires
- Part of a post and rail fence, which was close to his holiday home

Mr K also said the person who disconnected the electricity damaged the meter box.

The retailer accepted it caused the damage by disconnecting the electricity and offered to pay \$6,000 towards the repairs.

Mr K said he wanted the retailer to pay for the cost of repairing the fencing – about \$13,650.

The outcome

The parties were unable to settle the complaint between them so asked the Commissioner to recommend a settlement.

The Commissioner received advice from a fencing expert. The expert advised:

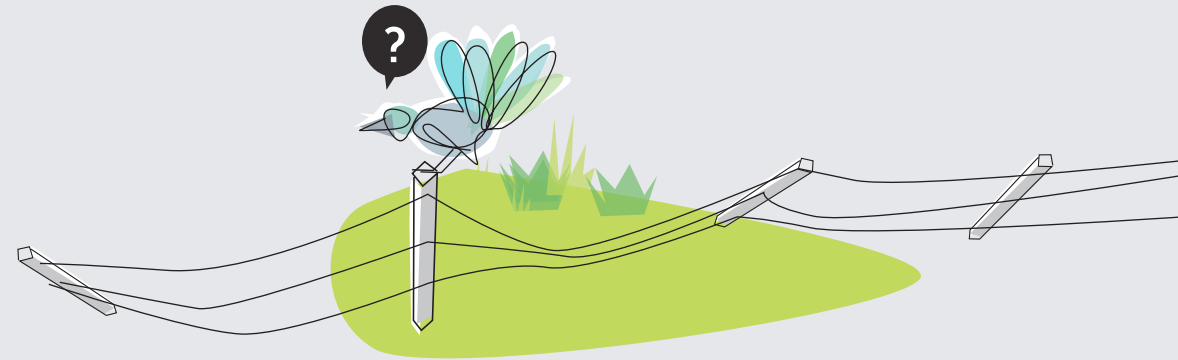
- The electricity being off resulted in damage to the internal electric fences and outriggers, battens, and some other incidental damage (about \$8,500). However, the size of the paddocks meant the cattle should be moved every 2 – 3 days depending on the numbers, so in a few days it should have been obvious the fences had no electricity and action could have been taken
- The retailer was not responsible for repairing the post and rail fence or part of the boundary fence on right because of their age and poor condition

The Commissioner found:

- The retailer incorrectly switched and then disconnected the electricity at Mr K's property
- The contractor who disconnected the electricity damaged the meter box but the retailer had the meter box repaired
- If the cattle were shifted regularly a significant amount of damage to the internal fences could have been prevented
- The retailer is not responsible for repairs to the post and rail fence or the boundary fence on right because of the age and poor condition of the fences
- Mr K and his wife received unhelpful service from the retailer
- A fair and reasonable settlement of the complaint was for Mr K to accept the retailer's offer of \$6,000

Mr K did not accept the recommendation and the recommendation lapsed.

Recommendation – Complaint upheld



Category	Electricity
Electrical equipment Health and safety	



Transformer electromagnetic fields and noise

The complaint

Ms V complained about the network company installing a transformer close to her property.

She said she was concerned about:

- The electromagnetic fields (EMF) produced by the transformer affecting her health
- The noise from the transformer

The outcome

The parties were unable to settle the complaint between them so asked the Commissioner to recommend a settlement.

The proposed recommendation dealt with Ms V's complaint about EMF produced by the transformer. The Commissioner gave the parties notice she did not propose upholding the complaint. The Commissioner said:

- The Resource Management Plan permits the transformer's installation, as confirmed by the District Council
- The levels of EMF around the transformer were likely to be within the basic limits for human exposure to EMF set out in

the guidelines published by the International Commission on Non-Ionizing Radiation Protection ⁽¹⁾ based on:

- The information from the National Radiation Laboratory ⁽²⁾
- The Commissioner's calculations using the specifications provided by the transformer's manufacturer
- The network company's recordings for the EMF at one meter from the transformer, which were within the limits

The network company accepted the proposed recommendation. Ms V rejected the Commissioner's proposed recommendation and provided further information for the Commissioner to consider.

Ms V said:

- She did not want to be bound by the Commissioner's proposed recommendation
- The scientific understanding of EMF could change and she was concerned about the possibility of EMF levels below the limits in the ICNIRP guidelines being determined harmful in the future

The Commissioner considered the information provided and issued a final recommendation. The Commissioner did not uphold the Complaint and it was closed. The Commissioner

said she had to make a decision based on the current scientific information. Based on this information, the Commissioner remained satisfied the EMF levels around the transformer were likely to be within the limits set out in ICNIRP guidelines.

The EGCC referred the noise part of Ms V's complaint to the District Council. The District Council took readings for the noise from the transformer and found the results complied with the Resource Management Plan. Ms V said she was satisfied with the District Council's findings. She confirmed she did not want the Commissioner to take further action about the noise part of her complaint.

Recommendation – Complaint not upheld

⁽¹⁾ The International Commission on Non-Ionizing Radiation Protection (ICNIRP) is an independent non-profit international commission specialised in non-ionizing radiation protection.

⁽²⁾ The National Radiation Laboratory is now The Ministry of Health's Office of Radiation Safety.

Category LPGLPG supply, non
delivery of gas bottles

Refusal to deliver

The complaint

In December 2012 Mr J installed a new heating and hot water system supplied by LPG cylinders. Mr J said his retailer visited his property before he installed the LPG appliances and assured Mr J it could supply the LPG cylinders.

During the winter of 2014 Mr J contacted his retailer as he normally would, to order a cylinder replacement. When the retailer did not replace the cylinder the next day, Mr J followed up with his retailer. Mr J said his retailer told him he could expect the cylinder to be replaced the following day.

The cylinder did not arrive and Mr J contacted his retailer again. After some delay, the retailer told Mr J it had decided to no longer deliver 45kg LPG cylinders to his house. The retailer said the access route was steep and narrow – up stairs and along a zig-zag path. The retailer said it would no longer deliver the LPG cylinders for health and safety reasons.

Mr J was unhappy because:

- His retailer had not expressed any concern about the access to his property before his decision to install the LPG system
- His retailer had not given him any notice of its decision
- His retailer did not give him an opportunity to correct any problems with the access before deciding to stop delivering to his house
- He was about to run out of LPG

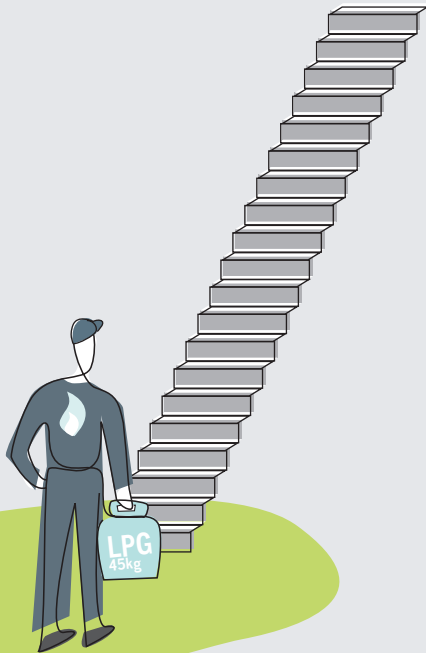
The outcome

After early work on the complaint, Mr J did not respond to requests to contact the EGCC. However when Mr J first raised his complaint with the EGCC, the EGCC escalated the complaint with the retailer. The retailer confirmed it had decided to stop delivering for health and safety reasons, which meant the retailer would not change the decision in the short term.

While trying to resolve the matter, the retailer offered to supply 9kg LPG bottles, which its staff could deliver safely. Mr J rejected the offer and requested a final delivery of two 45kg LPG cylinders in full and final settlement of his complaint. Mr J said this would give him enough time to either find a new retailer who could deliver or fix the access problems.

The retailer was unwilling to revisit its decision about health and safety but left its offer open to supply 9kg LPG bottles for a period. Mr J said he would organise his own 9kg LPG bottle supply. Mr J said he could not understand the retailer's inflexibility, as the retailer would eventually have to use the existing access to remove its 45kg LPG cylinders still at his house.

Outcome: Not pursued further



Financial summary

Income and expenditure (summary)

For the year ended 31 March	12-13	13-14	14-15
	\$000	\$000	\$000
annual levy	3,275,097	2,757,577	2,554,000
other income	81,512	86,585	107,685
total income	3,356,609	2,844,162	2,661,685
staff related costs	1,955,768	2,058,088	2,210,525
other costs	758,595	721,971	761,894
depreciation	62,856	66,886	61,622
total expenditure	2,777,219	2,846,945	3,034,041
operating surplus before tax	579,390	-2,783	-372,356
Total cases	6,357	6,457	8,056
Cost per case	436.88	440.91	376.62
Budget	3,136,500	3,070,795	3,187,348

2014-15

Total cases 8,056

Cost per case \$376.62

Budget \$3,187,348

Audited financial statements are available
on the publications page of the website
www.egcomplaints.co.nz

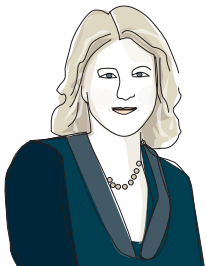
Board members

Independent Chair

Hon Heather Roy

(Appointed January 2014, term expires December 2017)

As Minister of Consumer Affairs from November 2008 to August 2010, Mrs Roy was involved in consumer law reform and the approval of the EGCC as the regulated scheme for the electricity and gas sectors. Mrs Roy is Chair of Medicines New Zealand and a member of the Territorial Force Employer Support Council. She is principal and director of a boutique consulting business, Torquepoint. Mrs Roy is also a Reserve Officer in the New Zealand Army.



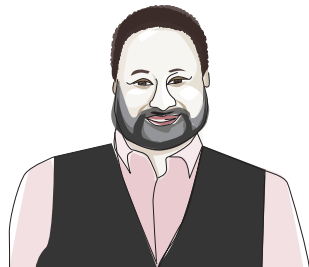
Industry representatives

Retailer representative
Contact Energy

(Elected June 2014, term expires 2016)

Vena Crawley

Chief Customer Officer



Lines company representative
Powerco

(Elected June 2014, term expires 2016)

Paul Goodeve

General Manager Operations Support



Consumer representatives

Alternate: Major Campbell Roberts, The Salvation Army

Linda Cooper JP

(Appointed September 2012, reappointed September 2014, term expires 2015)

Linda has over 20 years of governance experience in commercial, local body, and non-governmental community organisations. Linda is a councillor for Waitakere on the Auckland Council, President of Waitakere Licensing Trust, a trustee of Waitakere Healthlink, and Chair of Family Action Inc. Linda is the youth mentoring representative on the Territorial Forces Employer Support Council.



Nicky Darlow MNZM JP

(Appointed March 2011, re-appointed March 2013 and February 2015, term expires 2017)

Nicky is self-employed as a community consultant, specialising in reviews of community organisations, community development, and mediation and facilitation.



Members

Network

105 The Terrace Ltd
 Alpine Energy Ltd
 Aurora Energy Ltd
 Body Corporate 169679
 Buller Electricity Ltd
 Centralines Ltd
 Counties Power Ltd
 Eastland Network Ltd
 Electra Ltd
 Electricity Ashburton Ltd
 - trading as EA Networks
 ESD Power Ltd
 Horizon Energy Ltd
 MainPower NZ Ltd
 Marlborough Lines Ltd
 Maui Development Ltd
 (a gas transmission company)
 Museum Hotel Ltd
 Nelson Electricity Ltd
 Network Tasman Ltd
 Network Waitaki Ltd
 New Zealand Airways Ltd
 Northpower Ltd
 Orion NZ Ltd
 Polo Properties (2000) Ltd
 Powerco Ltd
 PowerNet Ltd
 - includes Electricity Invercargill, Electricity Southland, The Power Company Ltd & OtagoNet Joint Venture
 Robt. Jones Electricity Network Ltd
 Scanpower Ltd
 South City Holdings Ltd
 The Embedded Network Company Ltd
 The Lines Company Ltd

Top Energy Ltd
 Transpower New Zealand Ltd
 (the electricity transmission company)
 Tuihana Networks Ltd
 Unison Networks Ltd
 Vector Ltd
 - includes Vector's gas transmission business
 Waipa Networks Ltd
 Wanganui Gas Ltd
 - trading as GasNet Ltd
 WEL Networks Ltd
 Wellington Electricity Lines Ltd
 - trading as WE*
 Westpower Ltd

Retail

Arthur Cates Ltd
 Body Corporate Power Ltd
 Bosco Connect Ltd
 - includes Tiny Mighty Power, Budgie Power, and Marvellous Lovely Power Company
 Cliff Blumfield
 - trading as Cylinder Test Laboratory Gisborne
 DH Enterprises Ltd
 - trading as Oneroa BP
 Ecotricity Ltd
 Electric Kiwi Ltd
 Elgas Ltd
 emhTrade Ltd
 Flick Energy Ltd
 - Flick Electric Co.
 Gas and Tyre Ltd
 Genesis Energy Ltd
 - includes Energy Online
 Giving Energy Ltd
 Greymouth Gas New Zealand Ltd
 Hunet Energy Ltd
 - trading as megaENERGY
 King Country Energy Ltd

Meridian Energy Ltd
 Mighty River Power Ltd
 - trading as Mercury Energy, includes GloBUG
 Opunake Hydro Ltd
 - includes Utilise
 Payless Energy Ltd
 Pioneer Generation Ltd
 - includes EFI (Energy for Industry)
 Port Fitzroy Store Ltd
 Powershop New Zealand Ltd
 Property Power Ltd
 Pulse Energy Ltd
 - includes Just Energy & Grey Power Electricity
 Simply Energy Ltd
 Trustpower Ltd
 - includes Energy Direct NZ (EDNZ)
 VJ Distributors Ltd
 Wanganui Gas Ltd

Network and retail

Chatham Islands Electricity Ltd
 Connect Utilities Ltd
 Contact Energy Ltd
 Electricity Direct Ltd
 GMT Property Holdings Ltd
 Hobsonville Marina Ltd
 K Power Ltd
 New Zealand Energy Ltd
 Nova Energy Ltd
 On Gas Ltd
 Prime Energy Ltd
 SIESA (Stewart Island Electrical Supply Authority)
 Summit New Zealand Ltd
 Switch Utilities Ltd

Staff

**Electricity and Gas
 Complaints Commissioner**
 Judi Jones

Deputy Commissioner
 Nanette Moreau

Team managers
 Dene Bannister
 Jerome Chapman
 Bonnie Gadd
 Moira Ransom

Team manager, projects
 James Blake-Palmer

Senior conciliators
 Ali Cameron (0.7)
 Markus Frey
 Adam Meek
 Hannah Morgan-Stone (0.72)

Conciliators
 Marie Annandale - from March 2015
 Terry Bellamak
 - from June 2014 (0.85 from January 2015)
 Timothy Foote - from March 2015
 Steven Graham
 Marion Hughes - from May 2014
 Riki Jamieson-Smyth - until July 2014
 Sophie Kinsella - from January 2015
 Niall Monaghan - from December 2014
 Paul Moreno - from August 2014
 Sarah Ramsay - until June 2014
 Elliot Riley - from April 2014
 Lewis Rivers - until January (0.5)
 Simon Roughton - (0.8 from October 2014)
 Annika Thurlow - until November 2014
 Dhamendra Unka - from March 2015

Corporate services manager
 Warren Gaskin - from June 2014
 Lisa Player - until May 2014 (0.5)

Communications manager
 Kylie Law - from December 2014
 Dinah Vincent - until October 2014

Research analyst
 Daniel Becker
 Mika Reilly - until January 2015

Reporting analyst
 Richard Heaps - until March 2015 (0.2)
 Alexi Serepisos (0.8)

Membership coordinator
 Annie Bannister - from October 2014

Executive and team assistant
 Christy Waller
 - on parental leave from July 2014
 Hannah Bailey - from September 2014

Team support
 Marie Annandale
 - from July 2014 until February 2015
 Niall Monaghan - until November 2014
 Alexi Serepisos
 (6 months 0.4 and then 6 months 0.2)





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Email info@egcomplaints.co.nz
Website www.egcomplaints.co.nz

Electricity and Gas Complaints Commissioner Scheme